iComplaints

Internet Complaints Trac

Army User Traini

iComplaints Terms you need to know

- Case
  - Case Age
    - User
      - User Role
        - Processing Office
          - Activity-Against
            - Events
              - EEO Contact Case
                - Complaint Case

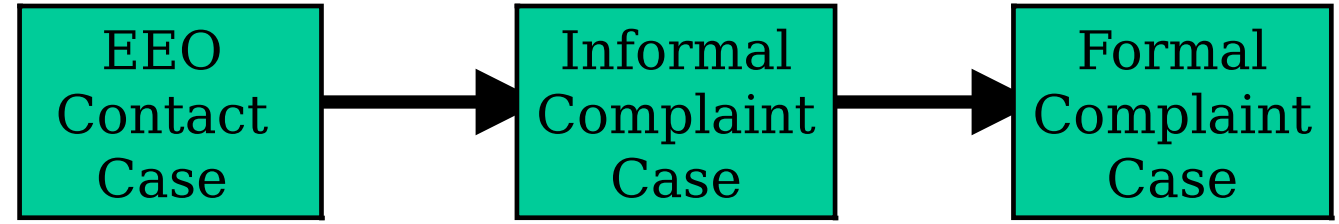
.

iComplaints Terms you need to know

Case

- Everything in iComplaints is a “ca
- There are 4 kinds of cases...

1



2

Case

EEO Contact & Complaint:

- Has Case Number (Docket Number)
- Is ‘open’ or ‘closed’
- Has a type:
  - ✓ EEO Contact
  - ✓ Informal Complaint ‘I’
  - ✓ Formal Complaint ‘F’
  - ✓ Class Complaint ‘C’
- Has a Subject block

iComplaints Terms you need to know

Case

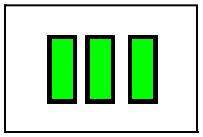
Complaint:

- Has a Case Entry Date
- Has an Age
- Consolidated (Y/N)
- Remanded (Y/N)
- Belongs to a Processing Office
- Has an Activity-Against
- Belongs to a Case Manager
- Belongs to a Processor

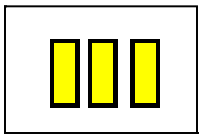
iComplaints Terms you need to know

Case Age

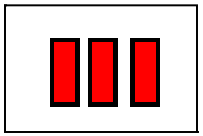
- Normal allowable ages...
  - ✓ Informal Complaint is 30 days. Measured from Initial Contact.
  - ✓ Formal Complaint is 180 days. Measured from Formal Filed.
  - ✓ Class Complaint is 180 days. Measured from Class Filed.
- Events can extend the allowable age of a Complaint.



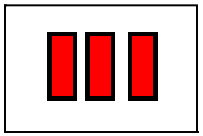
One or more Green bars indicate that all case processing events are on schedule and that the case status is **Normal**. **0 to 60% of allowable age.**



One or more Yellow bars indicate that an approaching case processing deadline currently or will soon require the user's attention. The case status is **Low Alert**. **60-80% of allowable age.**



Solid red bars indicate that a case processing deadline is imminent and requires the user's immediate attention. The case status is **High Alert**. **80-100% of allowable age.**



Flashing red bars indicate that a case processing deadline has passed without the required action taking place. The case status is **Past Due**. **More than 100% of allowable age.**

iComplaints Terms you need to know

User

- Has Processing Office(s)
  - **1** For setting Case Numbers
  - **1** For Case Manager & Processor Assignment
  - **1 or more** used by **SEARCH**
- Can have 1 or more MACOMs/Sub Cmds
  - Used by **CA ANALYSIS**
- Can be a default Case Manager for a Proces
- Has a Role.
- Has a User ID & Password.

iComplaints Terms you need to know

User Role

- Case Manager
  - At each MACOM & Field EEO Office
  - Must be assigned to a case to be "**the**" case manager (*Unless you are the default case manager*).
- Processor
  - At each MACOM & Field EEO Office
  - Must be assigned to a case to be "**the**" processor (*Unless you created the case*).
- MACOM Case Manager or Proces
  - At each MACOM EEO Office. Can use **CA ANALYSIS**.
- EEOCCR Analyst
  - At EEOCCR Office only. Can create special Events.

User Role Privileges

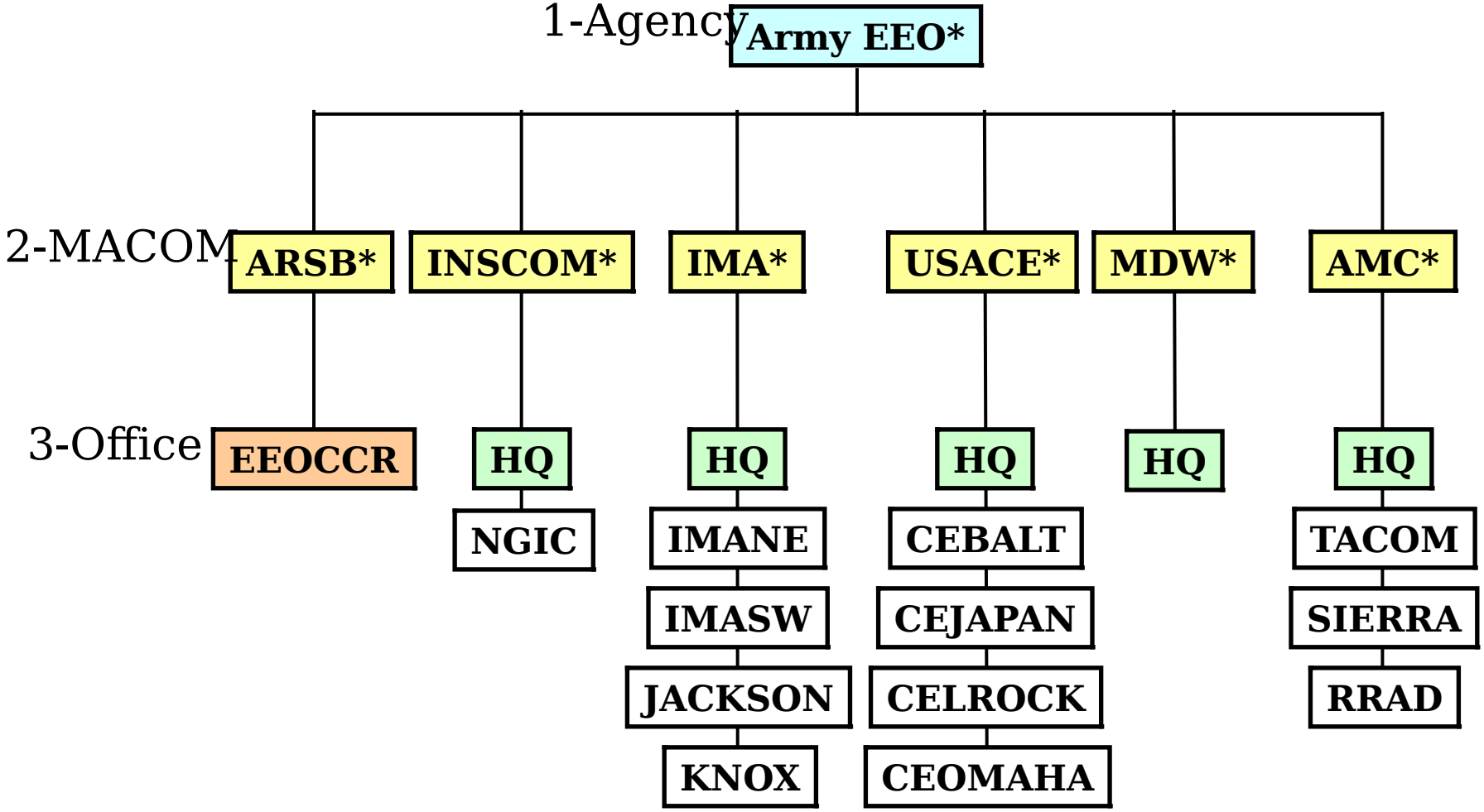
Privilege:	• Case Manager	• Processor	• MACOM C.M.	• MACOM Processor	• EEOCCR
Manage Cases		**yes**	-	**yes**	
Process Cases		**yes**	**yes**	**yes**	**y**
Search Cases		**yes**	**yes**	**yes**	**y**
CA Analysis		-	-	**yes**	**yes**
View A Case		**yes**	**yes**	**yes**	**ye**
Create A Case		**yes**	**yes**	**yes**	**y**
Delete A Case		**yes**	**yes**	**yes**	**y**
Edit A Case		**yes**	**yes**	**yes**	**y**
Edit EEOCCR Events		-	-	-	-
Assign A Case Manager		**yes**	-	**yes**	-
Assign A Processor		**yes**	**yes**	**yes**	**y**

Processing Office

- A Case belongs to **1** Processing Office (P.O.)
- A User belongs to **1** P.O.
- Users also have 1 or more P.O.s for case acc
  - Used by **SEARCH**
- 1 user is the default Case Manager for a P.O
- Types: Field Offices, MACOM Offices, EEO
  - MACOM Offices have “HQ” in their title.
- “Army EEO” is not a real P.O.

Processing Office Hierarchy Sample

Identifies the EEO Office that is processing the case



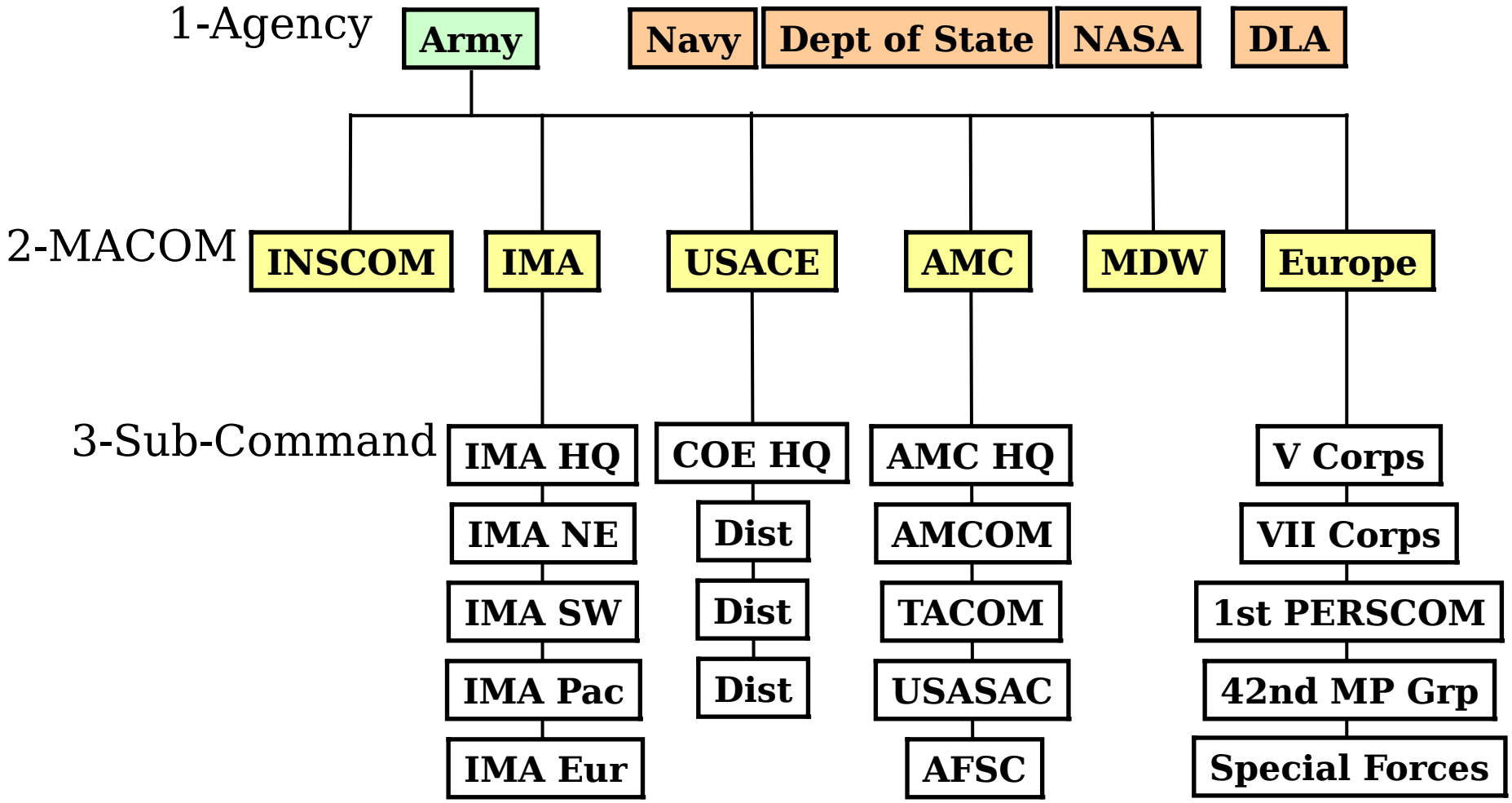
* Not an actual Processing Office; it is used for rollup purposes only

Activity-Against

- Identifies the 'Respondent' of the Complaint
- Made up of 5 data elements…
  - Agency. Mandatory. The default is 'Army'.
  - MACOM. Mandatory if Agency=Army.
  - Sub-Command. Optional. Includes IMA, USACE, USAR
  - Installation. Optional. Location of Respondent org
  - Organization. Optional. Free-form text.
- Users can have 1 or more Agency/MACOM/ Sub-Command values for case access.
  - Used by **CA ANALYSIS** (*Agency/MACOM/Sub-Comman*

Activity-Against Hierarchy Sample

Identifies the Respondent (the activity the case is against)



iComplaints Terms you need to know

Events

- Cases will have many events. These are the
  of iComplaints.
- Each event has a type, category & action.
  - ✓ Type: Informal, Formal, Class
  - ✓ Category: “Pre-Complaint Counseling”, “Hearing”, “ADR”,
  - ✓ Action: “NSA Forwarded for Legal Revw”, “Hearing Starte
- Each event has a date.
- Each event has a comments block.
- Events can extend the allowable age of the C
- Certain events are “mapped” to the 462 repo

iComplaints Terms you need to know

Events

Informal Case

- Pre-Complaint Counseling
- Letters
- ADR
- Informal Closure

Formal Case

- Formal Processing
- Letters
- ADR
- Investigation
- Hearing
- Appeal **
- Final Agency Action/Decision **
- Formal Closure

Class Case

- Class Processing
- Letters
- Hearing
- Appeal **
- Final Agency Action/Decision **
- Class Closure

** EEOCCR Events

iComplaints Terms you need to know

Events: Closures

Informal Case

- Notice of Right to File Received
- Settlement (ADR)
- Settlement (non-ADR)
- Formal Filed (no Settlement/NRF)
  -or-
- Case Reopened

Formal Case

- Dismissal
- Final Agency Decision (Merit)
- Final Agency Action (AJ)
- Settlement (ADR)
- Settlement (non-ADR)
- Withdrawal
  -or-
- Case Reopened

Class Case

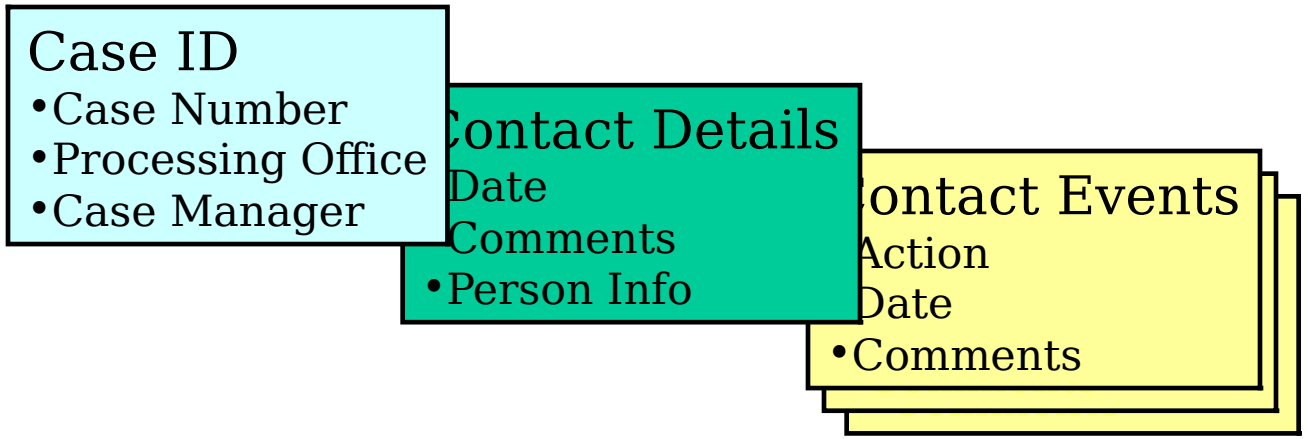
- Dismissal
- Final Agency Decision (Me
- Final Agency Action (AJ)
- Settlement (ADR)
- Settlement (non-ADR)
- Withdrawal
  -or-
- Case Reopened

iComplaints Terms you need to know

EEO Contact Case

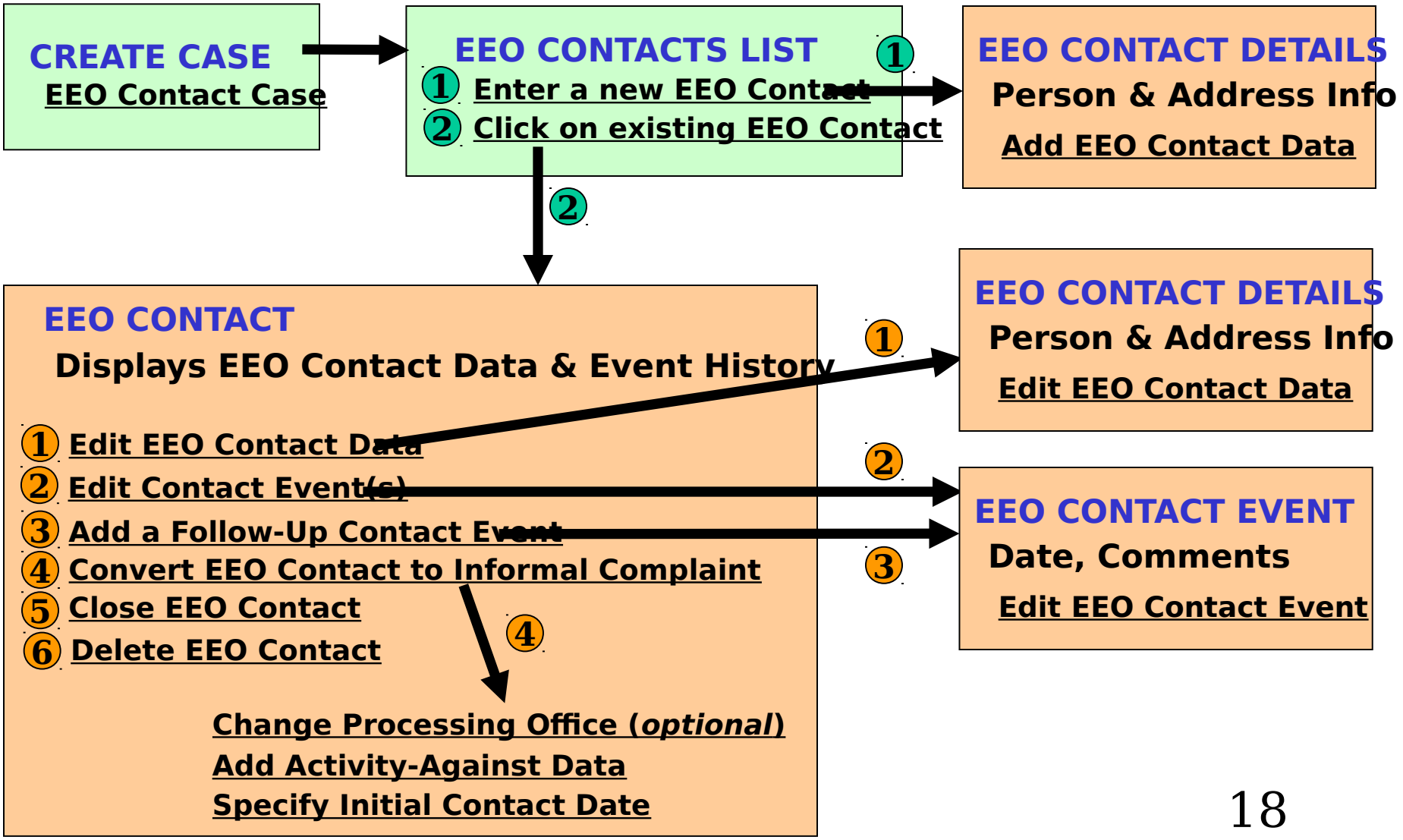
- EEO Contact & Complaint Contact are not the sar
- Used for Information Inquiries and Precomplaints.

- Anatomy of an EEO Contact...



iComplaints Terms you need to know

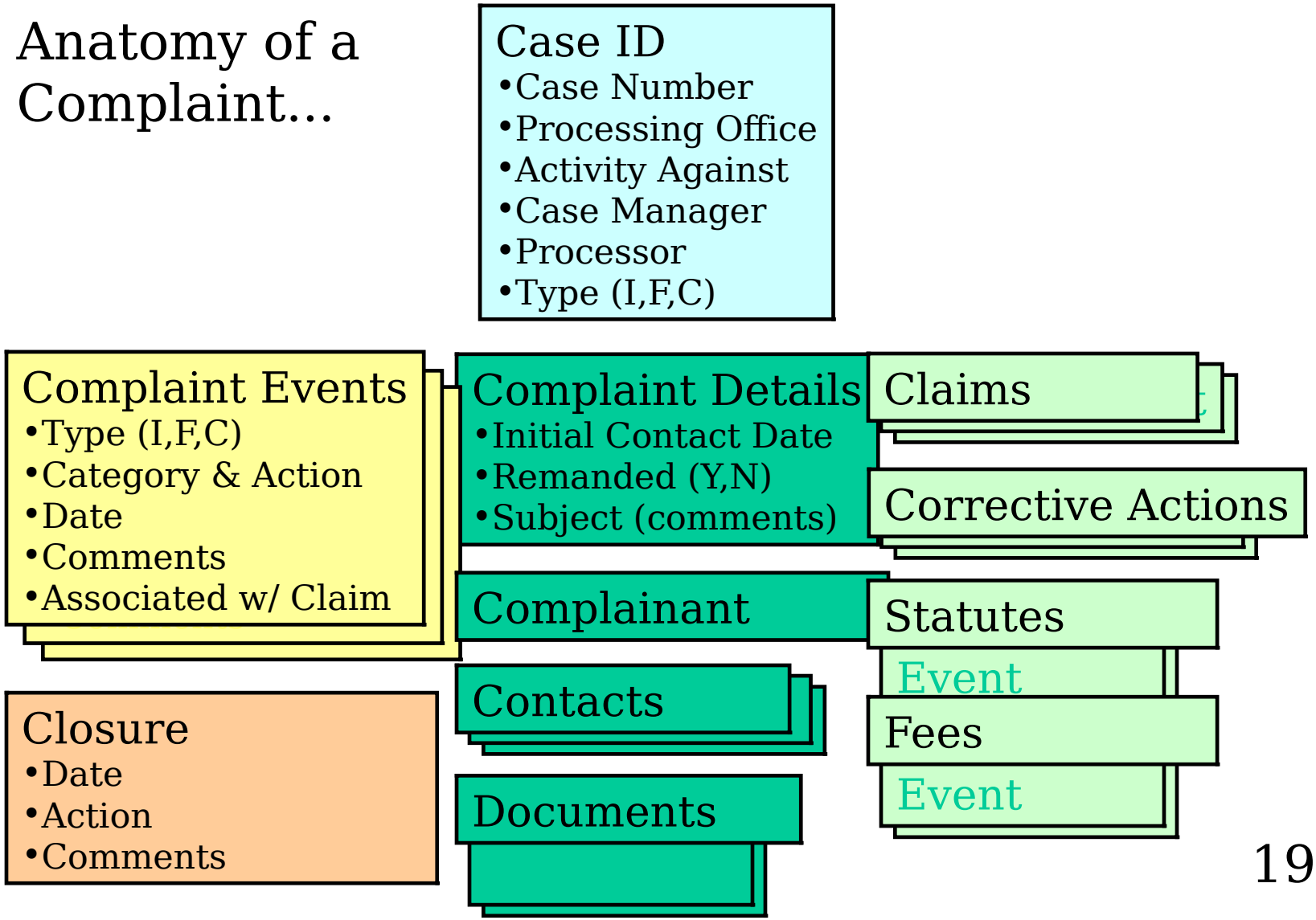
EEO Contact Case



iComplaints Terms you need to know

Complaint Case

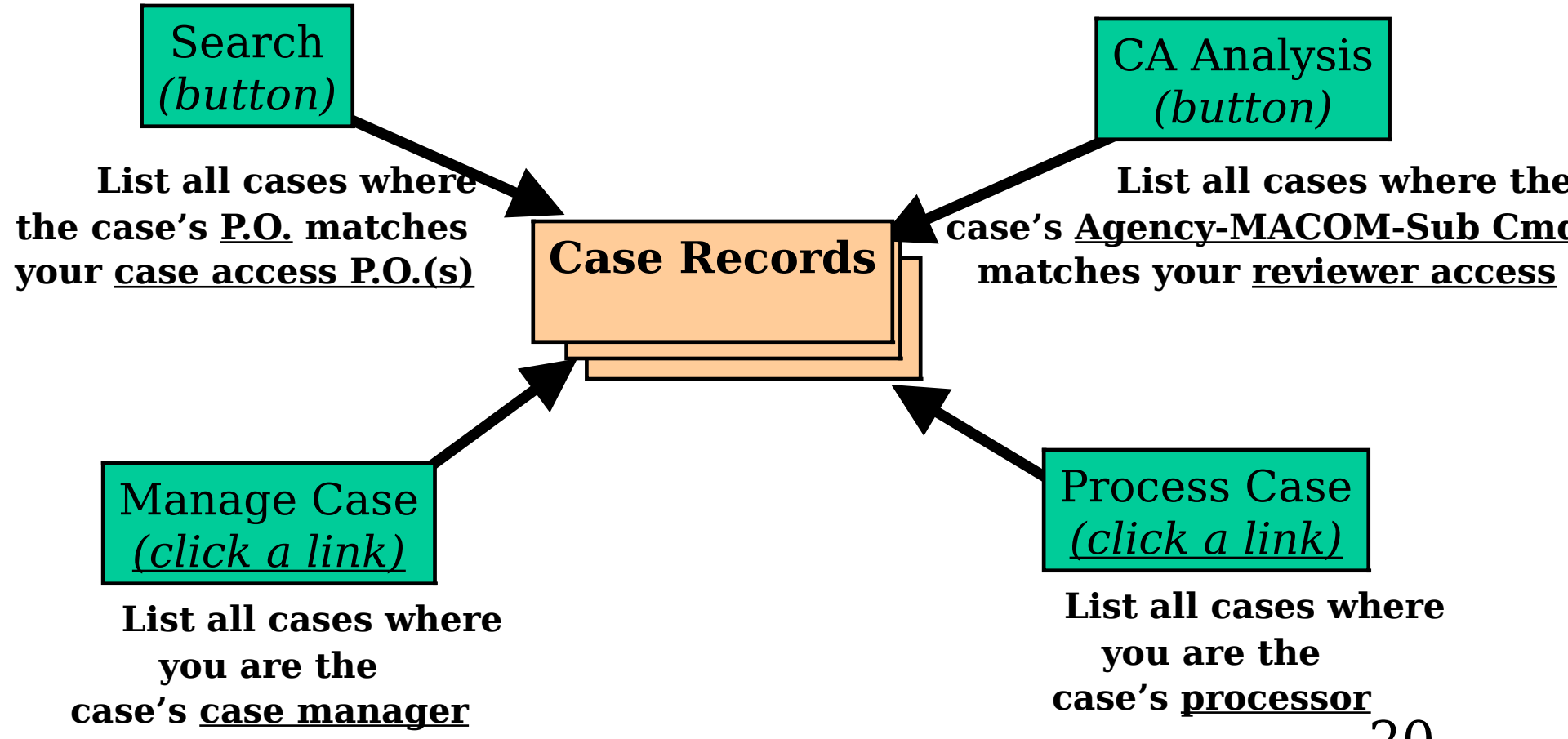
Anatomy of a Complaint...



iComplaints Terms you need to know

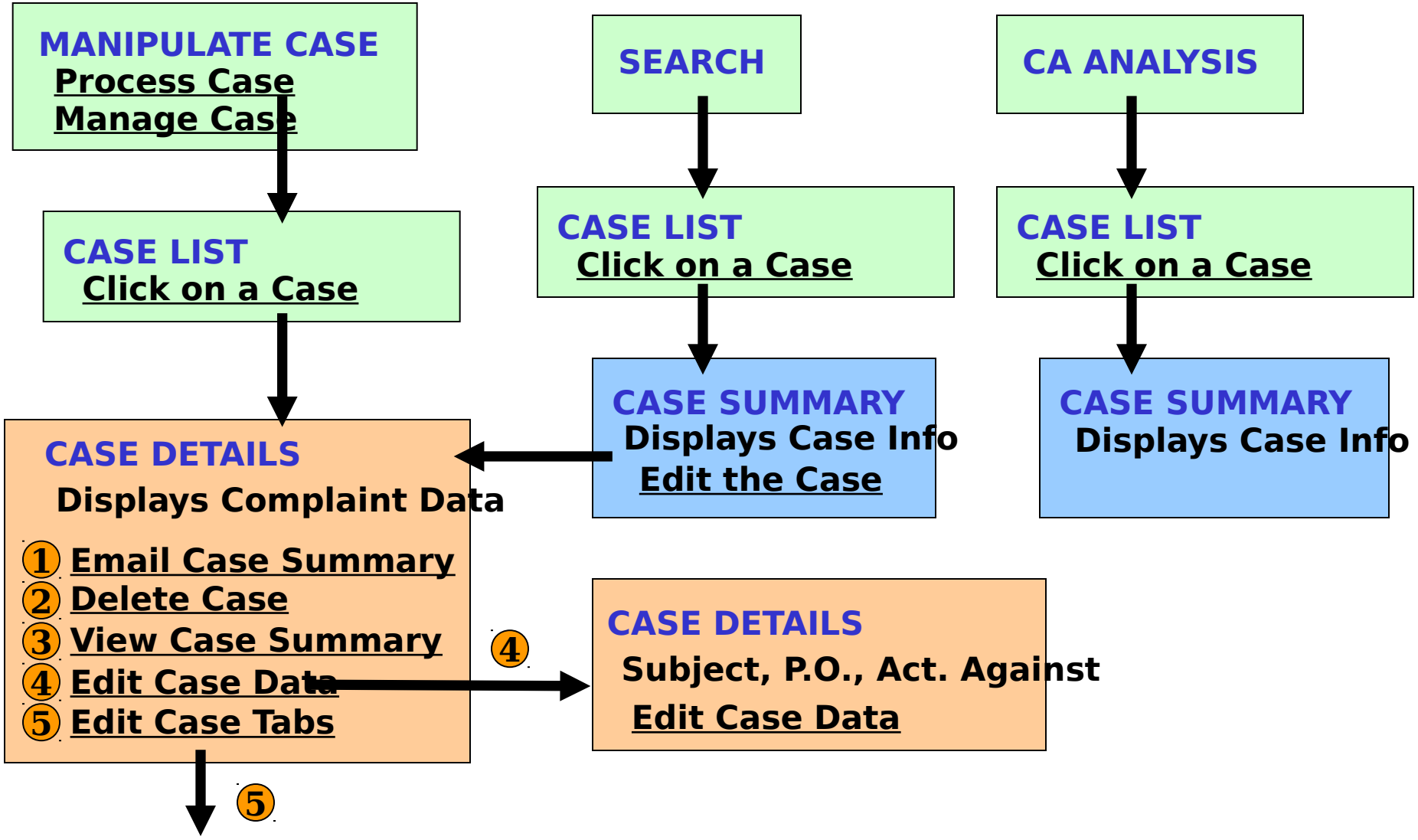
Complaint Case

4 Ways to bring up a complaint case rec

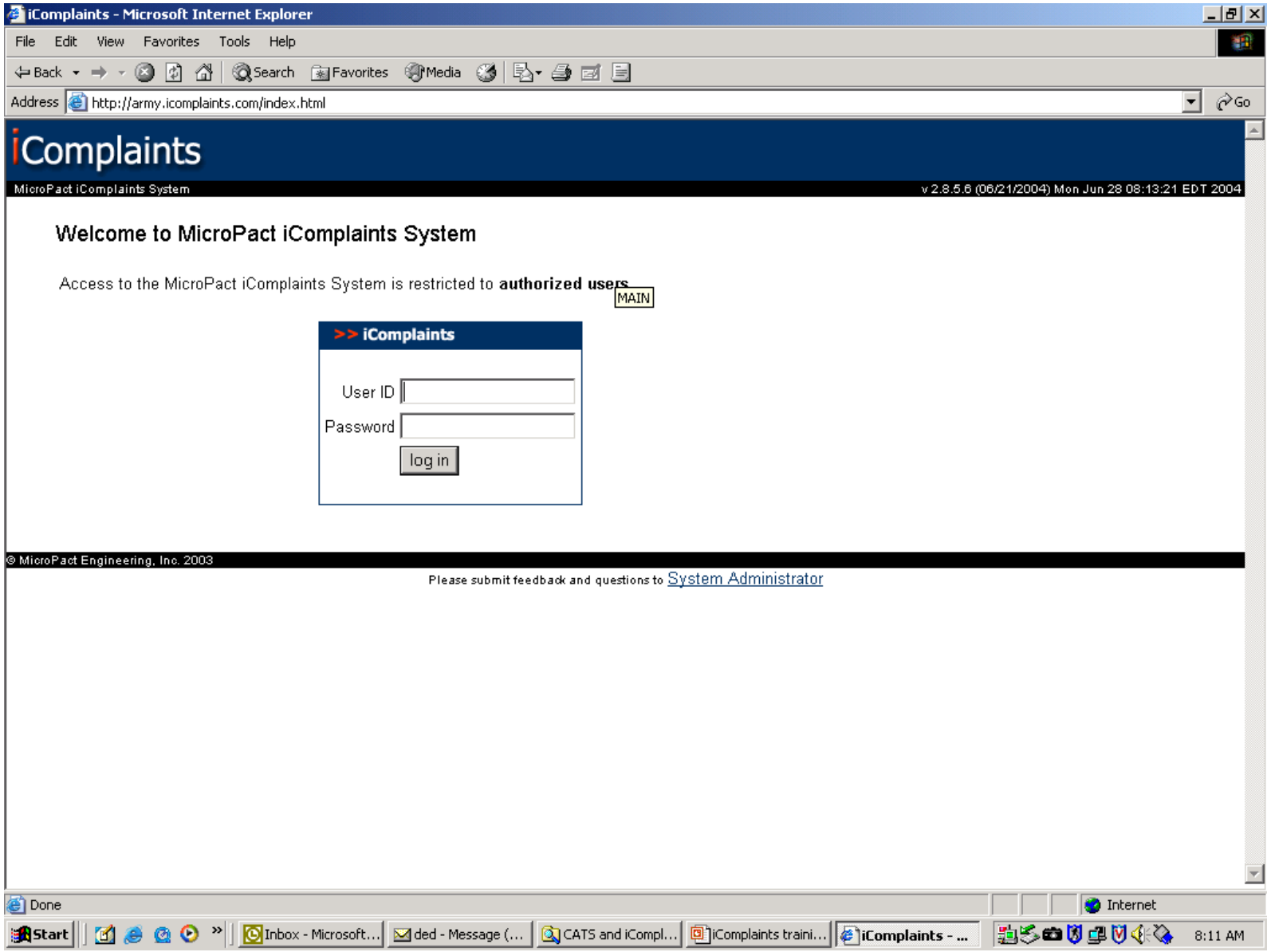

Search
(button)
List all cases where the case's P.O. matches your case access P.O.(s)
CA Analysis
(button)
List all cases where the case's Agency-MACOM-Sub Cmd matches your reviewer access
Case Records
Manage Case
(click a link)
List all cases where you are the case's case manager
Process Case
(click a link)
List all cases where you are the case's processor

iComplaints Terms you need to know

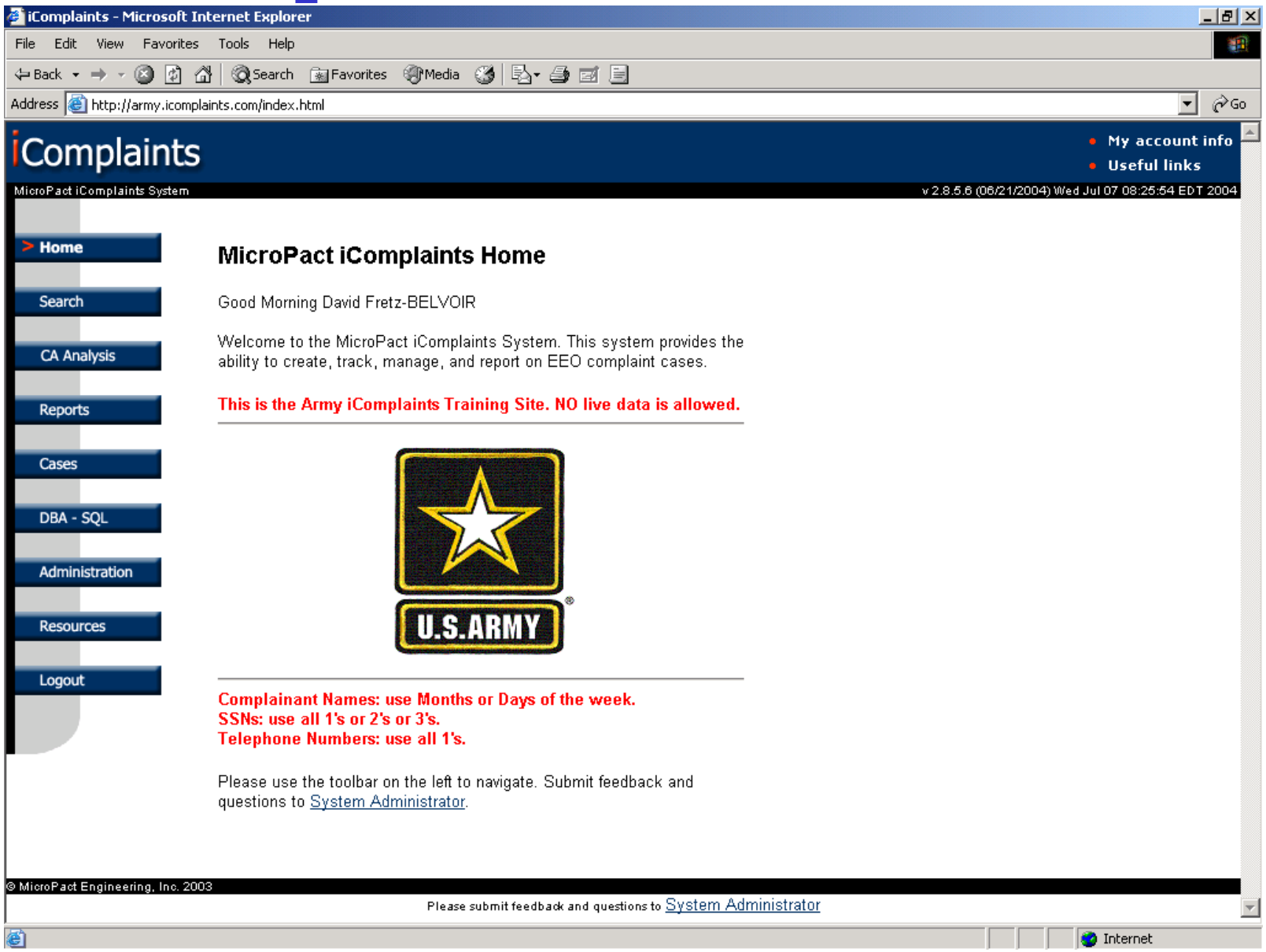
Complaint Case



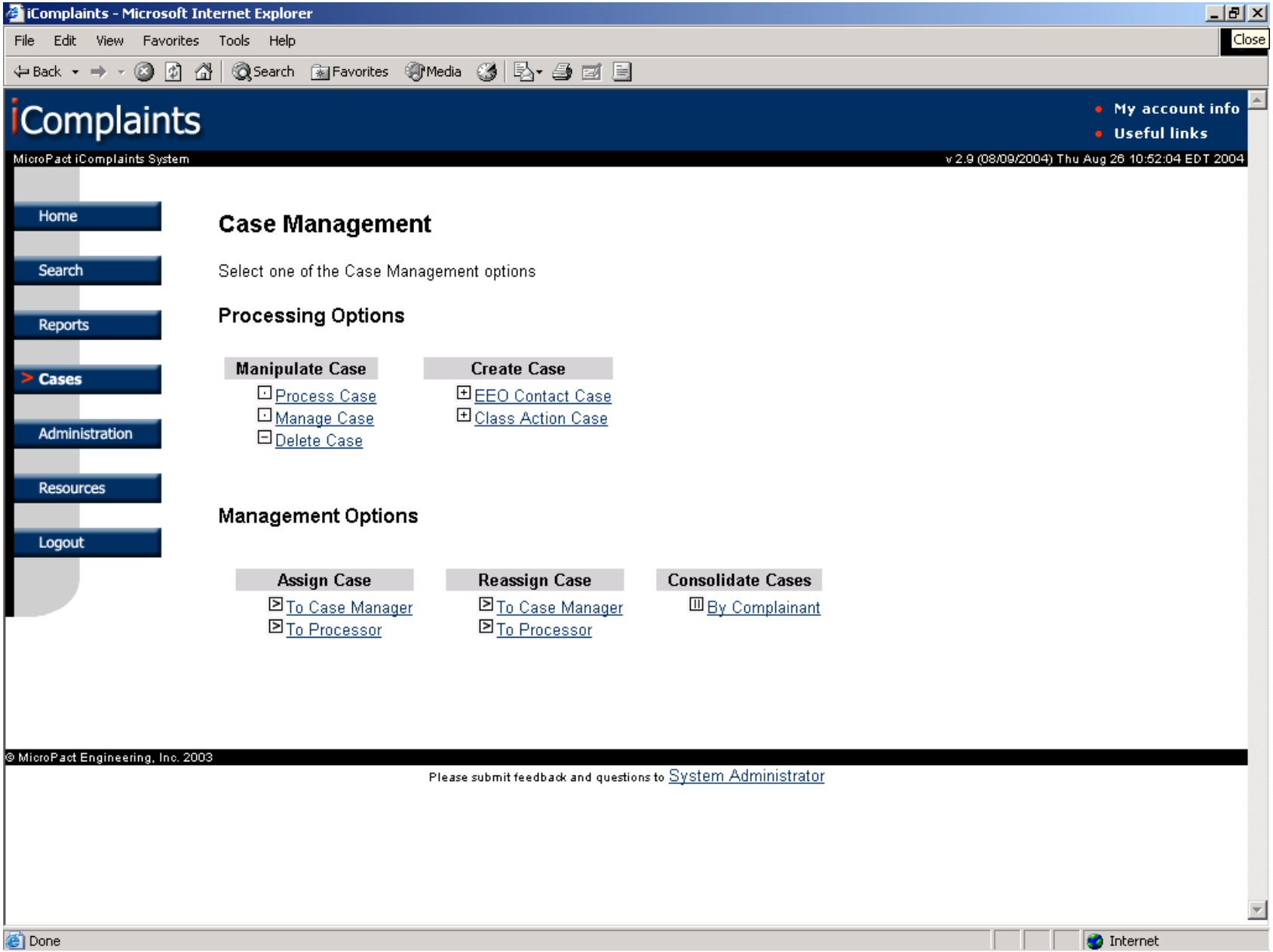
iComplaints Login Screen



iComplaints Welcome Screen

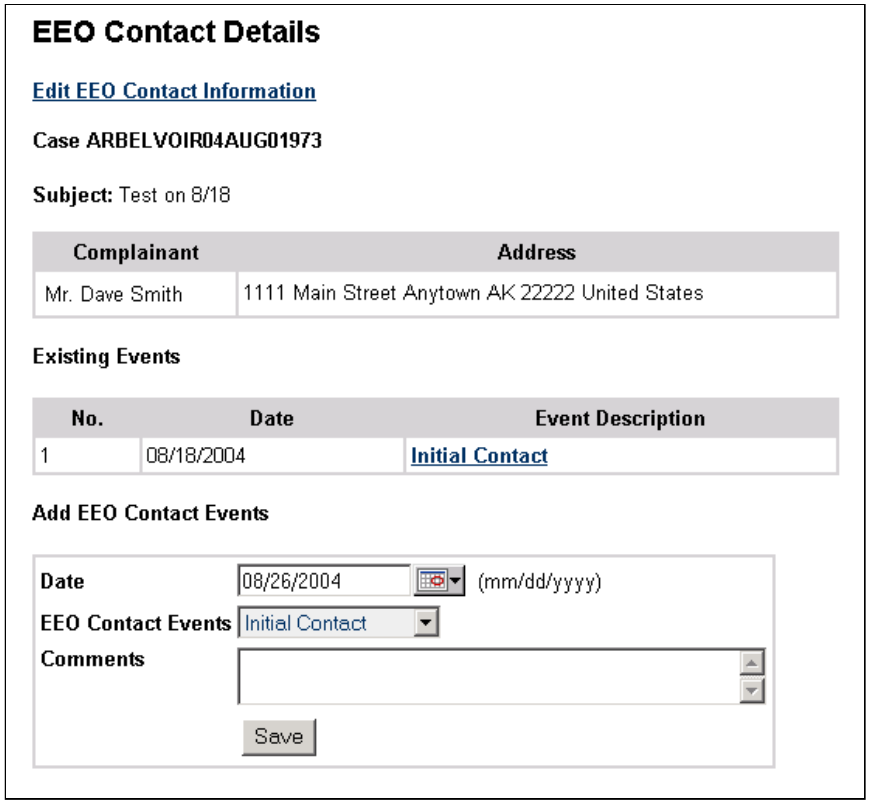

iComplaints - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://army.icomplaints.com/index.html
Go
iComplaints
My account info
Useful links
MicroPact iComplaints System
v 2.8.5.6 (06/21/2004) Wed Jul 07 08:25:54 EDT 2004
Home
Search
CA Analysis
Reports
Cases
DBA - SQL
Administration
Resources
Logout
MicroPact iComplaints Home
Good Morning David Fretz-BELVOIR
Welcome to the MicroPact iComplaints System. This system provides the ability to create, track, manage, and report on EEO complaint cases.
This is the Army iComplaints Training Site. NO live data is allowed.
U.S.ARMY
Complainant Names: use Months or Days of the week.
SSNs: use all 1's or 2's or 3's.
Telephone Numbers: use all 1's.
Please use the toolbar on the left to navigate. Submit feedback and questions to System Administrator.
© MicroPact Engineering, Inc. 2003
Please submit feedback and questions to System Administrator
Internet

iComplaints Menu



iComplaints EEO Contact Details

Top Half



EEO Contact Details

Edit EEO Contact Information

Case ARBELVOIR04AUG01973

Subject: Test on 8/18

Complainant	Address
Mr. Dave Smith	1111 Main Street Anytown AK 22222 United States

Existing Events

No.	Date	Event Description
1	08/18/2004	Initial Contact

Add EEO Contact Events

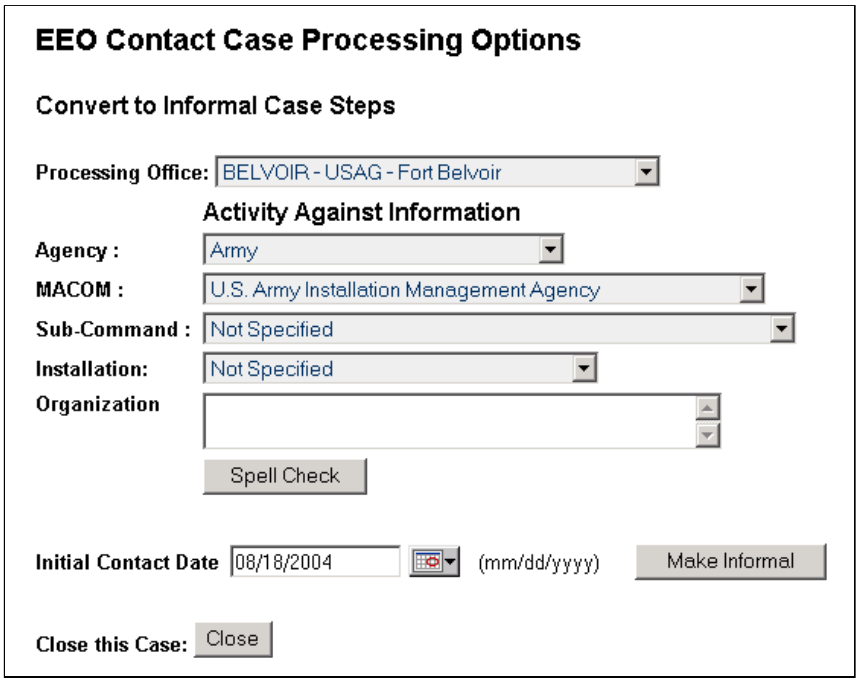
Date 08/26/2004 (mm/dd/yyyy)

EEO Contact Events Initial Contact

Comments

Save

Bottom Half



EEO Contact Case Processing Options

Convert to Informal Case Steps

Processing Office: BELVOIR - USAG - Fort Belvoir

Activity Against Information

Agency : Army

MACOM : U.S. Army Installation Management Agency

Sub-Command : Not Specified

Installation: Not Specified

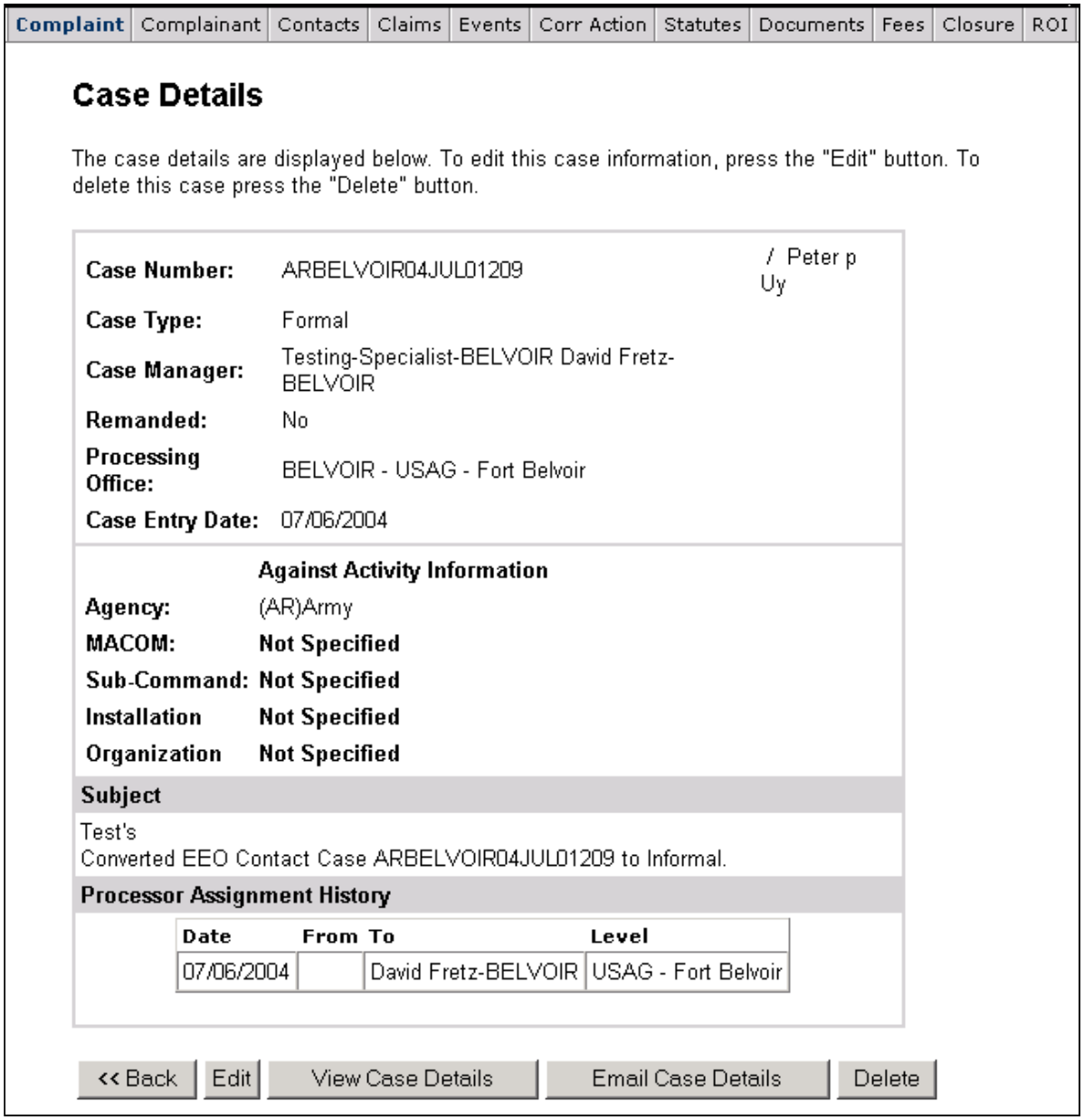
Organization

Spell Check

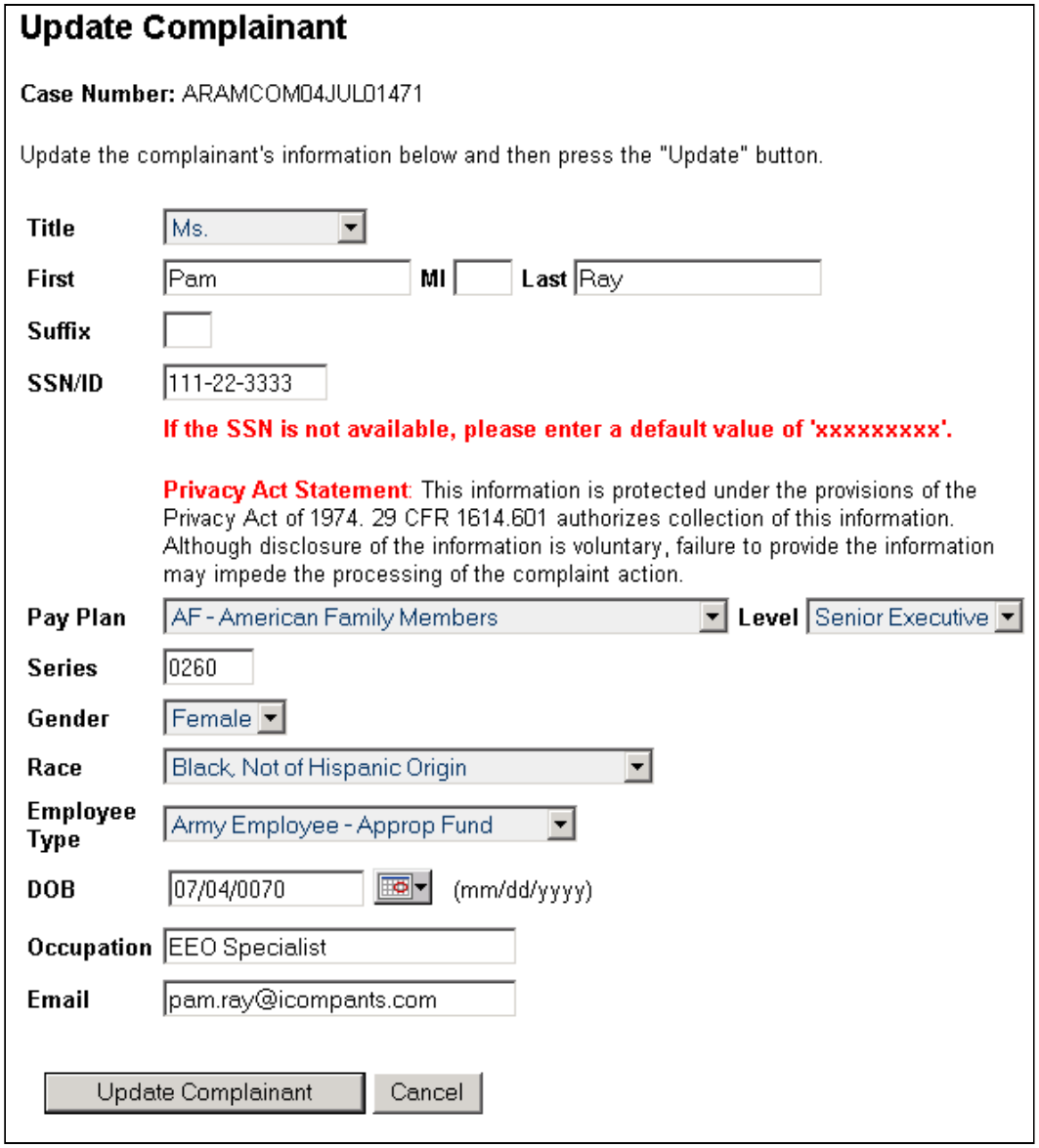
Initial Contact Date 08/18/2004 (mm/dd/yyyy) Make Informal

Close this Case: Close

iComplaints Case Details



iComplaints Complainant



Update Complainant

Case Number: ARAMCOM04JUL01471

Update the complainant's information below and then press the "Update" button.

Title Ms.

First Pam **MI** **Last** Ray

Suffix

SSN/ID 111-22-3333

If the SSN is not available, please enter a default value of 'xxxxxxxxx'.

Privacy Act Statement: This information is protected under the provisions of the Privacy Act of 1974. 29 CFR 1614.601 authorizes collection of this information. Although disclosure of the information is voluntary, failure to provide the information may impede the processing of the complaint action.

Pay Plan AF - American Family Members **Level** Senior Executive

Series 0260

Gender Female

Race Black, Not of Hispanic Origin

Employee Type Army Employee - Approp Fund

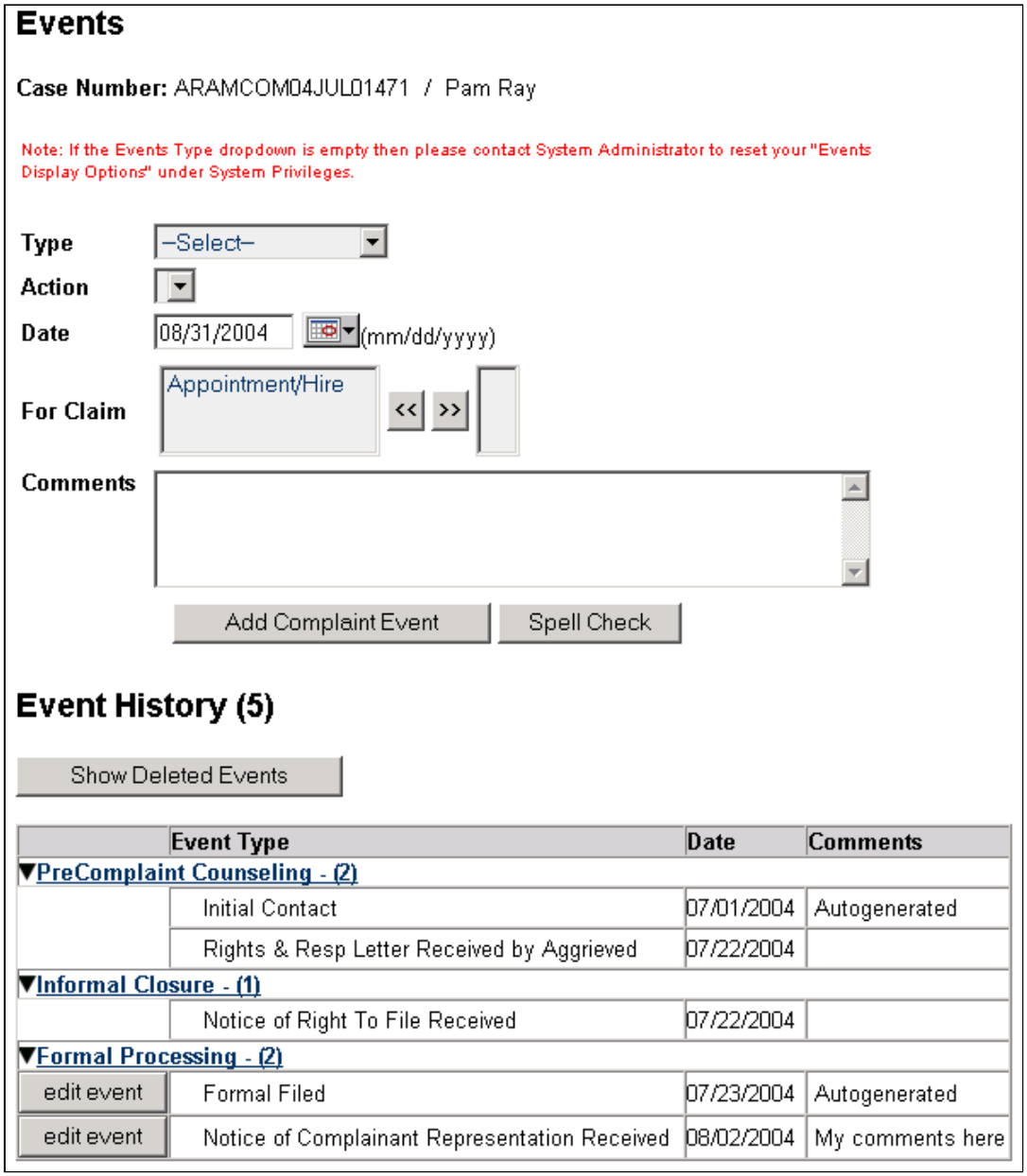
DOB 07/04/0070 (mm/dd/yyyy)

Occupation EEO Specialist

Email pam.ray@icompants.com

Update Complainant | Cancel

iComplaints Case Events



Events

Case Number: ARAMCOM04JUL01471 / Pam Ray

Note: If the Events Type dropdown is empty then please contact System Administrator to reset your "Events Display Options" under System Privileges.

Type –Select–

Action

Date 08/31/2004 (mm/dd/yyyy)

For Claim Appointment/Hire << >>

Comments

Add Complaint Event | Spell Check

Event History (5)

Show Deleted Events

	Event Type	Date	Comments
▼PreComplaint Counseling - (2)			
	Initial Contact	07/01/2004	Autogenerated
	Rights & Resp Letter Received by Aggrieved	07/22/2004	
▼Informal Closure - (1)			
	Notice of Right To File Received	07/22/2004	
▼Formal Processing - (2)			
edit event	Formal Filed	07/23/2004	Autogenerated
edit event	Notice of Complainant Representation Received	08/02/2004	My comments here

iComplaints Case Closure